Altiris Inventory Solution™ 7.1 SP2 from Symantec™ Release Notes

Symantec

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Altiris Inventory Solution™ 7.1 SP2 from Symantec™ Release Notes

This document includes the following topics:

- About Inventory Solution
- What's new in Inventory Solution 7.1 SP2
- General installation and upgrade information
- System requirements for Inventory Solution
- Supported platforms
- Tested UNIX models
- Known issues
- Fixed issues
- Other things to know
- Documentation that is installed
- Other information

About Inventory Solution

Obtaining and analyzing accurate inventory data is an important part of managing and securing your network. Inventory Solution lets you gather inventory data about computers, users, operating systems, and installed software applications

in your environment. Inventory policies are easily configured and managed using a central Web console. After you have gathered inventory data, you can analyze the inventory data using predefined or custom reports.

This product is part of the following suites:

- Altiris™ Client Management Suite from Symantec™
- Altiris™ Server Management Suite from Symantec™
- Altiris™ IT Management Suite from Symantec™

Altiris™ Inventory Pack for Servers from Symantec™ is a separate product with a separate license that gathers server-based inventory data from servers. It runs on top of Inventory Solution and uses the same Inventory plug-ins, architecture, policies, tasks, and stand-alone packages.

For more information about Inventory Pack for Servers, see *Altiris™ Inventory Pack for Servers 7.1 SP2 from Symantec™ Release Notes* at the following URL:

http://www.symantec.com/docs/DOC4799

What's new in Inventory Solution 7.1 SP2

In the 7.1 SP2 release of Inventory Solution, the following new features are introduced:

Table 1-1 List of new features

Feature	Description
Support for new platforms.	The Inventory Solution 7.1 SP2 release lets you gather inventory on the target servers that run the following platforms: ■ SUSE Linux Enterprise Desktop 11 SP1 ■ SUSE Linux Enterprise Server 11 SP1 ■ Red Hat Enterprise Linux 6.0 ■ Red Hat Enterprise Linux 6.1 ■ Mac OS X 10.7 ■ Solaris 10 9/10 (Update 9)
Support for Solaris Zones.	The Inventory Solution 7.1 SP2 release lets you gather inventory on the global zone that is created on your target Solaris platform.
Support for IBM AIX LPARs.	The Inventory Solution 7.1 SP2 release lets you gather inventory on the logical partitions (LPARs) that run on your target IBM AIX servers.

Table 1-1 List of new features *(continued)*

Feature	Description
Stand-alone software inventory.	The Inventory Solution 7.1 SP2 release adds the functionality of Software Management Framework Agent to stand-alone inventory and lets you gather more detailed software inventory on the unmanaged computers.
Software Catalog Data Provider includes approximately 400 predefined software products.	In the Inventory Solution 7.1 SP2 release, the newly discovered software components are automatically matched against the list of approximately 400 predefined software products and correlated to the appropriate products from this list.
Automatic association of key program files with metered software components.	The Inventory Solution 7.1 SP2 release lets you automatically meter newly discovered key program files together with software components and software products. You do not have to manually associate program files to metered software components.
New filters for Symantec enterprise products.	The Inventory Solution 7.1 SP2 release provides new filters for Symantec enterprise products. For example, filters for the following products are available: ■ Symantec™ Endpoint Protection ■ Symantec™ System Recovery (formerly Symantec Backup Exec™ System Recovery) ■ Symantec™ Data Loss Prevention ■ Veritas Storage Foundation™ from Symantec ■ Symantec pcAnywhere™ ■ PGP™ Whole Disk Encryption from Symantec™ You can view all the product filters in the **Symantec Management Console**, at **Manage > Filters > Software Filters > Agent and Plug-in Filters > Software Products and metering/track usage configuration for the products Filter**.

General installation and upgrade information

You install this product by using the Symantec Installation Manager. You can download the installation files directly to your server or you can create offline installation packages.

For more information, see the *Installing IT Management Suite* chapter in the *IT Management Suite 7.1 SP2 Planning and Implementation Guide* at the following URL:

http://www.symantec.com/docs/DOC4827

See the product's documentation for information on how to configure and use it.

To perform an upgrade from version 7.1 or later, in the Symantec Installation Manager click **Install New Products**, and then choose to install this product. Do not use the **Install Product Updates** page to upgrade.

Symantec recommends that you upgrade all of the installed products to the latest version. The easiest way to achieve this is to choose to install a suite.

If you use hierarchy, you must disable hierarchy replication and upgrade all products to the latest version on each of the Notification Server computers.

For additional information about upgrading, see the **Upgrading to IT Management Suite 7.1 SP2 - Best Practices** article at the following URL:

http://www.symantec.com/docs/TECH177513

After you upgrade the product, you must upgrade the Symantec Management Agent and the plug-ins that are installed on the managed computers. Symantec recommends that you do the following:

- In the Symantec Management Console, click **Actions > Agents/Plug-ins > Rollout Agents/Plug-ins**. Then, in the left pane, under **Symantec Management Agent**, locate and turn on the upgrade policies for the Symantec Management Agent.
- In the Symantec Management Console, click **Settings > All Settings**. In the left pane, expand **Notification Server > Site Server Settings**, and then locate and turn on the upgrade policies for various site server plug-ins.
- In the Symantec Management Console, click **Actions > Agents/Plug-ins > Rollout Agents/Plug-ins**. Then, in the left pane, locate and turn on the upgrade policies for various plug-ins.

Symantec recommends that you configure a schedule for these policies; the default **Run once ASAP** option may not trigger the policy if this is not the first time you perform an upgrade. Also, to speed up the upgrade process, consider temporarily changing the **Download new configuration every** setting on the **Targeted Agent Settings** page to a lower value.

For detailed instructions on migrating from 6.x and 7.0 to 7.1 SP2, see the following documentation resources:

- *IT Management Suite Migration Guide version 6.x to 7.1 SP2* at the following URL:
  http://www.symantec.com/docs/DOC4742
- *IT Management Suite Migration Guide version 7.0 to 7.1 SP2* at the following URL:
  http://www.symantec.com/docs/DOC4743

System requirements for Inventory Solution

The Inventory Solution 7.1 SP2 release has the following system requirement:

- Symantec Management Platform 7.1 SP2

When you install or upgrade Inventory Solution through the Symantec Installation Manager, Symantec Management Platform is installed automatically.

For more information about Symantec Management Platform implementation, see the *Altiris™ IT Management Suite 7.1 SP2 from Symantec™ Planning and Implementation Guide* at the following URL:

http://www.symantec.com/docs/DOC4827

Supported platforms

You can gather inventory on target computers running the following platforms:

Table 1-2 Supported Windows, UNIX, Linux, and Mac platforms

Windows platforms	UNIX, Linux, and Mac platforms
Windows 2000 Professional (supported only for gathering inventory with stand-alone packages)	Mac OS X 10.4 (PPC, x86) - 10.7
Windows 2000 Datacenter Server (supported only for gathering inventory with stand-alone packages)	Mac OS X Server 10.4 (PPC, x86) - 10.7
Windows 2003 Web Edition	Solaris 9, 10, 10 9/10 (Update 9) (x86/x64, SPARC)
Windows 2003 Standard Edition	Red Hat Enterprise Linux 4, 5, 5.1 - 5.6, 6.0, 6.1 (x86, x64)
Windows Server 2003 Enterprise/Datacenter Edition (x86, x64)	SUSE Linux Enterprise Server 10, 11, 11 SP1 (x86, x64)
Windows XP Professional Edition (x86, x64)	SUSE Linux Enterprise Desktop 10, 11, 11 SP1 (x86, x64)
Windows XP Tablet PC Edition	VMware ESX 3.0.1, 3.0.2, 3.0.3, 3.5
Windows Vista Business/Enterprise/Ultimate Edition SP2 (x86, x64)	VMware ESX 4.0 (supported by Inventory for Network Devices only)
Windows 7 (x86, x64)	HP-UX 11.11 (PA-RISC), 11.23, 11.31 (PA-RISC/IA-64)
Windows 7 SP1 (x86, x64)	IBM AIX 5.3, 6.1
Windows Server 2008 Datacenter/Web/Standard (x86, x64)	
Windows Server 2008 R2 (x64)	
Windows Server 2008 R2 Core Edition (x64)	
Windows Server 2008 R2 SP1	
Windows Server 2008 Core all editions (x86, x64) (delta file inventory is not supported)	
Windows Server 2008 R2 Core all editions (x64)	

Tested UNIX models

This version has been tested on the following models:

- Sun models.
  See Table 1-3 on page 9.
- HP-UX models.
  See Table 1-4 on page 9.
- AIX models.
  See Table 1-5 on page 9.

Table 1-3 Tested Sun models

Sun models			
ULTRA 5	Sun-Enterprise-280R	Sun-Fire-280R	Sun-Fire-X4100
ULTRA 10	Sun-Enterprise-220R	Sun-Fire-v210	Sun-Fire-X4150
ULTRA 60	Sun-T5240	Sun-Fire-T1000	Sun-Fire-X4200
ULTRA 250	Sun-Ultra-5-UPA-PCI	Sun-Fire-T2000	Sun-Fire-X4450
Sun-BLADE-100	Sun-Ultra-10-UPA-PCI	Sun-Fire-V20z	Sun-Fire-X4500
Sun-BLADE-1000	Sun-Ultra-60-UPA-PCI	Sun-Fire-V240	Sun-Fire-880
Sun-Enterprise-T5220	Sun-Netra-T1	Sun-Fire-V250	Sun-Fire-V40z
Sun-Enterprise-T5120	Sun-Netra-T2	Sun-Fire-V440	Sun-Fire-V490
Sun-Enterprise-250R	Sun-Netra-X1	Sun-Fire-V890	

Table 1-4 Tested HP-UX models

HP-UX models			
HP RX6600	HP RX2660	HP 9000/785/B2600	HP C3700
HP RX8640	HP RP3410	HP 9000/785/C3000	HP ZX6000 workstation
HP RX2620	HP BL870C-TW5H	HP 9000/800/A500	

Table 1-5 Tested AIX models

AIX models		
IBM IntelliStation POWER 9114-275	IBM RS/6000 7044-270	IBM pSeries 7029-6C3
IBM RS/6000 7044-170	IBM RS/6000 7043	IBM pSeries 7028-6C1
IBM RS/6000 7043-260	IBM RS/6000 7046-B50	IBM RS/6000 9113-550

Known issues

The following are known issues for this release. If additional information about an issue is available, the issue has a corresponding Article link.

For the most up-to-date information, latest workarounds, and other technical support information about this solution, see the Technical Support knowledge base.

The known issues are separated into the following groups:

- Installation and upgrade issues.

See Table 1-6 on page 10.

- Hierarchy and replication issues.
  See Table 1-7 on page 11.
- Other known issues that are common for all types of platforms.
  See Table 1-8 on page 11.
- Other known issues for Windows platforms.
  See Table 1-9 on page 12.
- Other known issues for UNIX, Linux, and Mac platforms.
  See Table 1-10 on page 13.

Table 1-6 Installation and upgrade issues

Issue	Description	Article link
Installation of the Inventory Plug-in for UNIX, Linux, and Mac fails after migration to Inventory Solution 7.1 SP2, to a custom location.	When you migrate Inventory Solution from version 7.0 to 7.1 SP2 and, instead of the default location `C:\Program Files\Altiris\...`, select some custom location, for example `C:\AdministratorTools\Altiris\...`, then the installation of Inventory Plug-in for UNIX, Linux, and Mac fails on a client Notification Server computer. You get the error message: "Failed to get package snapshot". The problem does not occur if you select the default location during the migration.	
Some inventory automation policy settings are not preserved after an upgrade from Inventory Solution 7.x to 7.1 SP1.	The **On/Off** status of the following automation policies is not preserved after upgrade: ■ **Low Disk Space** ■ **Collection failed** ■ **New machine** ■ **Inactive machine** ■ **Machine changed identity** Enabled inventory automation policies send important alerts to an administrator. If the **On** status is not preserved, the administrator can miss important alerts.	

Table 1-7 Hierarchy and replication issues

Issue	Description	Article link
On the parent Notification Server computer, no version is displayed for the key program file that is dynamically associated with a software component on a child Notification Server computer.	On a child Notification Server computer, you can collect full inventory and application metering information for the managed software product that has a software component with dynamically associated key program files. However, after replication, on the parent Notification Server computer, the versions are not displayed for the dynamically associated key program files at the following locations: ■ In the **Software Catalog**, when you open the managed software product and view the relevant software component. ■ In the **Executable Usage** report.	
Replicated custom data class is editable on a child Notification Server computer.	When you create a custom data class, and then replicate the data class from the parent Notification Server computer to its child, the custom data class is editable on the child Notification Server computer. A custom data class that is defined on the parent Notification Server computer should never be editable on a child Notification Server computer.	

Table 1-8 Other known issues that are common for all types of platforms

Issue	Description	Article link
Inventory install, uninstall, and upgrade policies do not run once ASAP in the maintenance window only.	You can check **Run once ASAP** on a policy page to run inventory install, uninstall, and upgrade policies once as soon as possible. However, you cannot currently run the policies once ASAP in the maintenance window only.	
Some columns in the **Hardware Inventory Search report** do not display any value.	The **DMI Version** and **Asset Tag** columns are empty in the report that is located in **Symantec Management Console**, at **Reports > All reports > Discovery and Inventory > Inventory > Cross-platform > Hardware > Hardware Inventory Search report**. By design, Inventory Solution does not collect the data and does not populate the **DMI Version** column.	
Incorrect Install Date in inventory reports.	Inventory reports display incorrect Install Date for installed software products.	TECH133481

Table 1-8 Other known issues that are common for all types of platforms *(continued)*

Issue	Description	Article link
File inventory is not collected for some software components. As a result, you cannot meter the usage of these software components.	During full inventory scan, file inventory is not collected for the software components that are not .MSI based. You cannot view file inventory data when you right-click a non-MSI based software component, click **Actions > Edit Software Resource**, and then click the **File Inventory** tab. As a result, you cannot automatically meter the usage of this software component as it has no file inventory and is not associated with an executable file. To enable a non-MSI based software component for metering, you should manually add executable files to the software component. For more information, see the topics about association of new program files to metered software components in the *Inventory Solution User Guide*.	
A license is not reclaimed when the **Asset Status** is set to a custom asset status.	A license is not reclaimed when the **Asset Status** is set to a custom asset status. Inventory Solution license should be reclaimed on setting the **Asset Status** to other than **Active**.	

Table 1-9 Other known issues for Windows platforms

Issue	Description	Article link
The reports **Installed Software**, **Underutilized Software**, and **Executable Usage** can show different count of installed software.	If all your client computers have Inventory Plug-in installed, but only some of them have Application Metering Plug-in installed, then after you gather full inventory on all client computers and enable the software-based usage tracking option, the reports **Installed Software**, **Underutilized Software**, and **Executable Usage** show different count of installed software. ■ In the reports **Installed Software** and **Underutilized Software**, the columns **Count** and **Total Installed** respectively show the data for all client computers with Inventory Plug-in. ■ In the **Executable Usage** report, the column **Installed** shows the data for the client computers with Application Metering Plug-in. It is recommended to install Application Metering Plug-in on all the client computers on which you want to track software usage.	

Table 1-10 Other known issues for UNIX, Linux, and Mac platforms

Issue	Description	Article Link
`.Trash` directories must be excluded from a software inventory scan by default when you run the scan on Mac, UNIX, or Linux computers.	If an application is deleted, it is moved to the `<userhome>/.Trash` directory. `.Trash` directories must be excluded from a software scan by default; however currently they are presented in the software scan results. When you run a software inventory scan, you have to manually exclude the `.Trash` and `.Spotlight-V100` folders on the Mac platform and the `.Trash` folder if it exists on UNIX or Linux platforms.	
On UNIX and Linux computers, an inventory task keeps running permanently during the software inventory scan on a directory with a large number of items.	When you run software inventory using the `filescan.rule` file on a directory with an extraordinary large number of items, the `swscan.bin` gets completed but the inventory task keeps running permanently and no NSE file is generated. As a workaround, you can use folder or file scanning limitations to reduce the number of scanned items.	
The SoftwareScanner does not scan "~" (home directory).	The SoftwareScanner does not process the "~" home directory by the rule: `<folder status="include" scanSubFolders="true">~</folder><folderLimits />`	
Inventory task execution on UNIX, Linux, and Mac computers.	When you run software inventory, it is possible to run three inventory tasks simultaneously on UNIX, Linux, and Mac computers. Running three software inventory tasks at the same time results in the system overload and long execution time because CPU usage increases to 100%. As a workaround, you can schedule the tasks to avoid running them simultaneously.	
On UNIX, Linux, and Mac computers, inventory data is not sent after Inventory Plug-in is redirected to another Notification Server computer and delta inventory is enabled in an inventory task.	After you run some inventory task with delta inventory enabled on one Notification Server computer, redirect Inventory Plug-in to another Notification Server computer, and run another inventory task with delta inventory enabled along with some other types of inventory, only delta inventory data is sent.	

Table 1-10 Other known issues for UNIX, Linux, and Mac platforms *(continued)*

Issue	Description	Article Link
On UNIX, Linux, and Mac computers, **OS_NFSShare** gets incorrect results if `/etc/exports` contains invalid records.	According to the logic of script, **nfstat** lets you figure out active calls and `/etc/exports` provides you with share points. If `/etc/exports` contains an incorrect entry, the **OS_NFSShare** output gets incorrect results. The system utility `exportfs` controls incorrect entries and filters them when share points are created and listed.	
The **UG_UserUsage** script does not detect local login on Solaris platforms.	The **UG_UserUsage** script does not detect entries for any local logins on Solaris platforms.	
On UNIX, Linux, and Mac computers, NSE file contains unchanged data after software inventory scan, even if delta inventory is enabled.	When you collect software inventory using the filescan rules with delta inventory enabled for the second time, NSE file contains full inventory data. However, it should contain only the changes in the target directory such as changed number or size of files.	
Some values of the **OS_Timezone** data class are reported incorrectly or not reported on HP-UX platforms.	If the time zone is not GMT, the values of the **OS_Timezone** data class are reported incorrectly or not reported on HP-UX platforms. The **StandardName, StandardCaption, StandardOffset** values are reported incorrectly. The **DaylightName, DaylightCaption, DaylightOffset** values are not reported.	
Errors in the Notification Server log after an inventory policy is run on Linux computer.	When you complete running an inventory policy on Linux computer, you get multiple errors in the Notification Server log. The errors notify you that login session start time cannot be set.	
"Unsupported file filter property" error occurs in the Notification Server log after software inventory is collected on UNIX, Linux, and Mac computers.	You can collect software inventory using the filescan rules with the acceptable date format for **LastModifiedDate** such as YYYY-MM-DD HH:MM:SS or YYYY-MM-DD. However, after software inventory is collected on UNIX, Linux, and Mac computers, you get the error "Unsupported file filter property: "LastModified". The filter will be ignored". As a result, the data for last modified date is not collected. To work around the problem, you can create a custom inventory task to collect the data for last modified date.	

Table 1-10 Other known issues for UNIX, Linux, and Mac platforms *(continued)*

Issue	Description	Article Link
Some inventory scans may take a long time to complete.	The default inventory task includes several software rules for scanning that can take quite a long time depending on the platform. For example, on Solaris platforms, the **/opt** or **/Volumes** on Mac OS directories contain multiple subfolders and files. On less powerful computers, this can take more than one hour. To avoid this, you can exclude such rules and exactly define the directories that you want to scan.	
Inventory scan does not scan deeper than system limitations.	Each operating system has a maximum length paths limitation (though not the file system). For example, for Solaris and Mac OS X, by default the limit is 1024 chars, and for Linux OS, it is 4096. As a result, an Inventory scan does not detect files allocated deeper than the system limitations.	
The **Manufacturer** field of the **Storage** data class may be empty.	On UNIX/Linux/Mac OS clients that have IDE disks, the **Manufacturer** field of the **Storage** dataclass may be empty.	
Some fields of the **HW Chassis** data class may be empty on Mac OS X platform.	The fields may be empty for the following reasons: ■ Information for the fields **PartNumber** and **AudibleAlarm** is not available on Mac OS X platform. ■ The availability of the fields **PartNumber** and **SecurityBreach** depends on the current model.	
HW_DiskPartition data class cannot be populated on AIX platforms.	On AIX platforms, the Logical Volume Manager (LVM) is used by default, and the current inventory data model is not capable of representing it. The Partition and Volume concept of AIX does not directly match with the fields of the **HW_DiskPartition** data class.	

Table 1-10 Other known issues for UNIX, Linux, and Mac platforms *(continued)*

Issue	Description	Article Link
Not all inventory data is reported correctly on AIX platforms.	The inventory for the following data class fields is not correctly collected: **Platform** | **Data class** | **Field** AIX | **DB_DatabaseStorageArea** | **FileSystemType** for Oracle AIX | **DB_Database** | **Vendor** for MySQL AIX | **HW_PhysicalMemory** | **DataWidth** and **TotalWidth** AIX | **HW_PhysicalMemory** | **Speed** AIX | **HW_PhysicalMemoryArray** | **MaxCapacity** AIX | **HW_Chassis** | **AudibleAlarm, LockPresent, PartNumber, SecurityBreach, SecurityStatus** AIX | **HW_Chassis** | **ChassisPackageType** AIX | **OS_OperatingSystem** | **MaxProcessMemorySize** AIX | **HW_USBDevice** | all fields AIX | **HW_DesktopMonitor** | **Manufacturer, Model, MonitorType, SerialNumber, ManufacturingDate, FeatureSupport** AIX | **SW_BIOSElement** | some firmware fields AIX | **HW_DisplayController** | **MaxMemorySupported, AdapterRAM, MaxRefreshRate** AIX | **HW_Printer** | **DefaultPaperType, HorizontalResolution, VerticalResolution** AIX | **OS_OperatingSystem** | **CountryCode, NumberOfLicensedUsers, RegisteredUser, SerialNumber** As a workaround, you can run custom inventory to collect required data on AIX platforms.	

Table 1-10 Other known issues for UNIX, Linux, and Mac platforms *(continued)*

Issue	Description	Article Link
Not all inventory data is reported correctly on HP-UX and HP-UX IA64 platforms.	The inventory for the following data class fields is not correctly collected: **Platform | Data class | Field** HP-UX | **HW_Baseboard** | some fields HP-UX | **HW_Chassis** | **Manufacturer, AudibleAlarm, LockPresent, PartNumber, SecurityBreach, SecurityStatus** HP-UX | **HW_Chassis** | **ChassisPackageType** HP-UX | **HW_USBDevice** | **USBVersion, SerialNumber, DeviceSpeed** HP-UX | **HW_PhysicalMemory** | **Manufacturer, Speed, DataWidth and TotalWidth** HP-UX | **HW_DesktopMonitor** | **MonitorType, VideoInputMode, ManufacturingDate, FeatureSupport** HP-UX | **HW_SCSIController** | **Index** HP-UX | **SW_BIOSElement** | some firmware fields HP-UX | **HW_DisplayController** | **MaxMemorySupported, AdapterRAM, MaxRefreshRate** HP-UX | **HW_Printer** | **DefaultPaperType, HorizontalResolution, VerticalResolution** HP-UX | **OS_OperatingSystem** | **CountryCode, NumberOfLicensedUsers, RegisteredUser, SerialNumber** HP-UX IA64 | **HW_SCSIController** | **MaxTransferRate, MaxDataWidth** As a workaround, you can run custom inventory to collect required data on HP-UX and HP-UX IA64 platforms.	

Table 1-10 Other known issues for UNIX, Linux, and Mac platforms *(continued)*

Issue	Description	Article Link
Not all inventory data is reported correctly on Linux, Mac, UNIX, and VMware ESX platforms.	The inventory for the following data class fields is not correctly collected: **Platform	Data class	Field** VMware ESX clients	**HW_Keyboard**	all fields RHEL3, ESX	**HW_DesktopMonitor**	all fields for Linux with kernel 2.4 Linux	**HW_Keyboard-Linux**	**Manufacturer** Linux	**HW_PhysicalMemory**	**Model, Manufacturer** Linux	**HW_DesktopMonitor**	**VideoInputMode, SerialNumber, ManufacturingDate, FeatureSupport** Mac	**HW_PointingDevice**	**Type** Mac	**OS_OperatingSystem**	**OSArchitecture, InstallDate, RegisteredUser** Linux, Mac	**HW_Chassis**	**AudibleAlarm, PartNumber, Model** Linux, Mac	**HW_SCSIController**	**Index, MaxDataWidth, MaxTransferRate** Linux, Mac	**HW_DisplayController**	**MaxRefreshRate, VideoProcessor** ESX, Linux, Mac	**OS_OperatingSystem**	**CountryCode, NumberOfLicensedUsers, RegisteredUser, SerialNumber** Linux, Mac, UNIX	**HW_DesktopMonitor**	**MonitorType** As a workaround, you can run custom inventory to collect required data on Linux, Mac, UNIX, and VMware ESX platforms.	

Table 1-10 Other known issues for UNIX, Linux, and Mac platforms *(continued)*

Issue	Description	Article Link
Not all inventory data is reported correctly on Solaris platforms.	The inventory for the following data class fields is not correctly collected: **Platform | Data class | Field** Solaris | **OS_OperatingSystem** | **CountryCode, NumberOfLicensedUsers, RegisteredUser, SerialNumber** Solaris | **HW_DisplayController** | **MaxRefreshRate, VideoProcessor** Solaris | **HW_DiskPartition** | **Bootable** Solaris | **SW_BIOSElement** | **BuildNumber, IdentificationCode, Name** Solaris | **HW_DisplayController** | **MaxMemorySupported, VideoProcessor, AdapterRAM** Solaris | **HW_Battery, HW_USBDevice** | all fields Solaris | **HW_SCSIController** | **HardwareVersion, Index, MaxDataWidth, MaxTransferRate** Solaris | **HW_SCSIController** | **HardwareVersion** for **SCSI Fibre Channel Controller** Solaris | **OS_OperatingSystem** | **MaxProcessMemorySize** Solaris x86 | **HW_Chassis** | **Model, AudibleAlarm, PartNumber, SecurityBreach** Solaris SPARC | **HW_PhysicalMemory** | all fields As a workaround, you can run custom inventory to collect required data on Solaris platforms.	

Fixed issues

The following are the previous issues that were fixed in this release. If additional information about an issue is available, the issue has a corresponding Article link.

Table 1-11 Fixed issues

Issue	Description	Article link
The upgrade of Symantec Management Agent fails if inventory is gathered on managed computers during the upgrade.	When you upgrade to the latest version of Inventory Solution, you need to upgrade Symantec Management Agent on managed computers. If inventory is gathered during the upgrade, Symantec Management Agent cannot receive new configuration. It happens because `AexAuditPls.exe` runs on managed computers and uses some components of Symantec Management Agent to create `.NSE` files. The issue is fixed in the 7.1 SP2 release of Inventory Solution as follows: The Inventory Plug-in stops running `AexAuditPls.exe` before the upgrade of Symantec Management Agent. As a result, the upgrade process completes successfully.	
A stand-alone inventory package does not collect installed software data.	A stand-alone inventory package does not collect installed software data. As a result, when you view a targeted computer in the **Resource Manager**, you cannot see installed software data in the **Software Summary** report and at **View > Inventory**.	
The changes cannot be saved in the replicated schedule of a predefined inventory policy with the enabled **Schedule** hierarchy editable property.	When you set up a hierarchy, you can enable the **Schedule** hierarchy editable property for a predefined inventory policy on the parent Notification Server computer to make the schedule of this policy editable on a child Notification Server computer. Then you can replicate the policy to the child Notification Server computer. However, you cannot save the changes in the replicated schedule of the policy on the child Notification Server computer. You also get an error in the Notification Server log.	
Application metering events do not replicate from a child Notification Server computer to its parent.	Application metering events do not replicate from a child Notification Server computer to its parent. The event data that the child Notification Server computer receives from client computers is not displayed in the **Resource Manager** on the parent Notification Server computer. The data is not present in the parent Notification Server computer database.	
Custom data classes with similar names may share the same table name in the database.	Custom data classes with similar names that contain spaces and underscores may share the same table name in the database. For example, the data classes **My dataclass** and **My_dataclass** both use **My_dataclass** as the table name. If you want each custom data class to have its own table name in the database, select a naming standard by using only spaces or underscores, not both.	TECH152440

Table 1-11 Fixed issues *(continued)*

Issue	Description	Article link
Viewing the application metering **Executable Usage** report.	UTC time is used to display information in the application metering **Executable Usage** report. You may need to set the **End Date** field ahead one day to view all current information in the **Executable Usage** report.	

Other things to know

The following are things to know about this release. If additional information about an issue is available, the issue has a corresponding Article link.

Table 1-12 Other things to know

<table>
<tr><th>Issue</th><th>Description</th><th>Article link</th></tr>
<tr><td>Requirements for UNIX, Linux, and Mac client computers.</td><td>To be able to collect the inventory data, ensure that the following requirements are met on your UNIX, Linux, and Mac client computers:
■ Perl version 5.6 or later is installed.
■ $PATH environment variable has correct reference to Perl location.
Otherwise you cannot collect all inventory data, and the errors appear in the log.</td><td></td></tr>
<tr><td>Process priority settings on UNIX, Linux, and Mac platform.</td><td>The priority of the executed inventory tasks is set to Normal by default. You can change the priority on the inventory policy page, at Advanced > Run Options. It is possible to set the following values: Very Low, Low, Normal, High, Very High.
Use the relevant command to specify the process priority settings accordingly:
<table>
<tr><th></th><th>Linux</th><th>UNIX</th><th>Mac</th></tr>
<tr><td>Very Low</td><td>19</td><td>39</td><td>20</td></tr>
<tr><td>Low</td><td>10</td><td>30</td><td>10</td></tr>
<tr><td>Normal</td><td>0</td><td>20</td><td>0</td></tr>
<tr><td>High</td><td>-10</td><td>10</td><td>-10</td></tr>
<tr><td>Very High</td><td>-20</td><td>0</td><td>-20</td></tr>
</table>
You can change these mapping values in the database, in the Inv_Task_Setting table.</td><td></td></tr>
</table>

Documentation that is installed

Table 1-13 Documentation that is included in the product installation

Document	Description	Location
Help	Information about how to use this product. Help is available at the solution level and at the suite level. This information is available in HTML help format.	The Documentation Library, which is available in the Symantec Management Console on the **Help** menu. Context-sensitive help is available for most screens in the Symantec Management Console. To open context-sensitive help, click inside the window, pane, dialog box, or other screen element about which you want more information, and then do one of the following: ■ Press the F1 key. ■ In the Symantec Management Console, click **Help > Context**. In the **Symantec Help Center** window, type your search string to search within the installed documentation. To expand your search to the Symantec Knowledge Base, check **Include online search**. For more information on how to use the **Symantec Help Center**, click the **Home** symbol.
User Guide	Information about how to use this product. This information is available in PDF format.	■ The Documentation Library, which is available in the Symantec Management Console on the **Help** menu. The Documentation Library provides a link to the PDF User Guide on the Symantec support Web site. ■ The **Supported Products A-Z** page, which is available at the following URL: http://www.symantec.com/business/support/index?page=products Open your product's support page, and then under **Common Topics**, click **Documentation**.

Other information

Table 1-14 Information resources that you can use to get more information

Document	Description	Location
ITMS 7.1 SP2 Planning and Implementation Guide	Information about capacity recommendations, design models, scenarios, test results, and optimization best practices to consider when planning or customizing ITMS.	http://www.symantec.com/docs/DOC4827

Table 1-14 Information resources that you can use to get more information *(continued)*

Document	Description	Location
Symantec Management Platform User Guide	Information about using the Symantec Management Platform.	Symantec Management Platform Documentation page
Symantec Management Platform Release Notes	Information about new features and important issues in the Symantec Management Platform.	Symantec Management Platform Documentation page
Symantec Management Platform Installation Guide	Information about using Symantec Installation Manager to install the Symantec Management Platform products.	http://www.symantec.com/docs/DOC4798
Knowledge base	Articles, incidents, and issues about this product.	SymWISE support page
Symantec Connect	An online magazine that contains best practices, tips, tricks, and articles for users of this product.	Symantec Connect page